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Search Results - Record(s) 1 through 2 of 2 returned.

☑ 1. Document ID: US RE37431 E

L1: Entry 1 of 2   File: USPT   Oct 30, 2001

US-PAT-NO: RE37431
DOCUMENT-IDENTIFIER: US RE37431 E
** See image for Certificate of Correction **

TITLE: Intelligent help system

DATE-ISSUED: October 30, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Lanier; Charles D.	Southlake	TX		
Wolf; Richard J.	Crowley	TX		
Villegas; Leticia	Phoenix	AZ		

US-CL-CURRENT: 706/58; 345/707, 706/11

ABSTRACT:

An intelligent help system which processes information specific to a user and a
system state is described. The system incorporates a monitoring device to determine
which events to store as data in an historical queue. These data, as well as
non-historical data (e.g. system state), are stored in a knowledge base. An
inference engine tests rules against the knowledge base data, thereby providing a
help tag. A display engine links the help tag with an appropriate solution tag to
provide help text for display.

34 Claims, 14 Drawing figures
Exemplary Claim Number: 26
Number of Drawing Sheets: 14

| Full | Title | Citation | Front | Review | Classification | Date | Reference | Sequences | Attachments | Claims | KWIC | Draw Desc | Image |

☑ 2. Document ID: US 5103498 A

L1: Entry 2 of 2   File: USPT   Apr 7, 1992

US-PAT-NO: 5103498
DOCUMENT-IDENTIFIER: US 5103498 A

TITLE: Intelligent help system

DATE-ISSUED: April 7, 1992

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Lanier; Charles D.	Grapevine	TX		
Wolf; Richard J.	Crowley	TX		
Villegas; Leticia	West Lafayette	IN		

US-CL-CURRENT: 706/58; 706/11, 706/911, 706/927

ABSTRACT:

An intelligent help system which processes information specific to a user and a
system state is described. The system incorporates a monitoring device to determine
which events to store as data in an historical queue. These data, as well as
non-historical data (e.g., system state), are stored in a knowledge base. An
inference engine tests rules against the knowledge base data, thereby providing a
help tag. A display engine links the help tag with an appropriate solution tag to
provide help text for display.

25 Claims, 14 Drawing figures
Exemplary Claim Number: 1
Number of Drawing Sheets: 14

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw Desc	Image

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Terms	Documents
08/724,947 OR 07/562,046	2

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